

IT Professional Technical Services Master Contract Program T#:902TS

Statement of Work (SOW) For Technology Services Issued By

Minnesota Department of MN Management & Budget

Project Title BPAS Performance Enhancement

Service Categories Database – Oracle; Server – (Application Design & Development); Architecture Planning & Assessment – Information/Data

(vendor must be approved in all three categories listed)

Business Need

Minnesota Management & Budget has a need to performance tune its recently developed Budget Planning and Analysis System (BPAS) that utilizes Oracle Hyperion Planning and Budgeting software. BPAS was used in the preparation of the Governor's Biennial Budget and supports other key MMB processes including the State's Economic Forecast.

While using the system for the creation of the Governor's Biennial Budget, MMB experienced some performance issues with large reports and processes causing considerable instability to the overall system. MMB is seeking to address these performance issues prior to embarking on a significant expansion of the system expecting to start this fall and last for 12 – 15 months. In this expansion effort, the system will be expected to perform even larger calculations requiring the servers and application configuration settings to be optimized prior to the project.

MMB is looking for an experienced party to review, either remotely or on site, the current server, Hyperion application, and Essbase database configuration settings and provide recommendations on what could be done to improve the system's utilization of server resources, provide quicker response in larger more complicated reports, reduced time in running business rules, and provide overall system stability from system workload induced failures.

Project Deliverables

MMB is looking to have a comprehensive review and analysis of the BPAS hardware and software configuration settings and receive a report with recommendations on server memory settings, application configuration settings, or other items including version or patch upgrades that would improve the performance of the BPAS applications. This includes but not limited to application form and Financial Reporting Studio report design recommendations. The primary project deliverable will be a complete and detailed report of specific itemized recommendations that once implemented will improve the performance and resiliency of the State's implementation of Oracle Hyperion for the BPAS applications.

Project Milestones and Schedule

Project is expected to start in August 2013 and last between one and two weeks to develop appropriate target performance/stability metrics, system review, and development of recommendations of configuration or design modifications to improve system performance.

MN.IT Services @ MMB staff will implement the recommendations over the following week and do benchmarking testing to review if configuration modifications provided the agreed upon target performance and stability results.

MN.IT Services @ MMB reserves the right to extend the statement of work by one week if the recommended configuration modifications do not improve system stability or performance to the target metrics. During this time, MN.IT Services @ MMB staff will work in conjunction with project staff to continue configuration modifications and testing to meet the target performance metrics.

Project Environment (State Resources)

MMB currently has a dedicated full time Administrator for the BPAS applications and would perform as the primary technical resource for this project.

The project would be managed by G. Bruce Yurich, Director of the Budget and Internal Applications group within MN.IT Services @ MMB. This is the group that has developed and manages the technical aspects of the Oracle Hyperion based BPAS applications.

Also available to this project as needed would be MN.IT Services @ MMB's Infrastructure Team responsible for the management of hardware and middleware related to MMB's Oracle systems.

The BPAS system consists of three physical servers, each running Windows 2008 R2 operating system in a non-redundant environment. The system is using Hyperion 11.1.2.1 with Financial Reporting Studio 11.1.2.736 as the reporting solution.

Agency Project Requirements

- All servers will be accessible remotely. Performance Consultant will not be required to be on-site.

Responsibilities Expected of the Selected Vendor

- The contractor will follow the MN.IT Services at MMB change management process
- The contractor will work remotely through VPN access to MMB or MN.IT@Central's VPN solution
- The contractor will comply to all applicable agency and state standards for connection to the VPN
- The contractor will comply to all applicable agency and state data privacy and data protection policies
- The contractor will complete all required work within 2 weeks from the start of the project
- The contractor will directly access the State's BPAS servers and databases (Oracle and Essbase) to review configurations and perform benchmarking performance tests
- The contractor will report to the MN.IT@MMB's BIA Director
- The contractor will help to design industry-standard automated and/or manual performance testing practices to validate all recommended system performance improvements and overall stability.
- The contractor will provide to MN.IT@MMB a completed report with recommendations for server configuration changes aimed to improve overall BPAS system performance. The report may also include recommendations for application and/or report design modifications that would improve overall system performance and stability.

Required Skills

- Extensive experience with Oracle Hyperion software configuration settings as they relate to application performance
- Extensive experience with Windows server configuration settings in Oracle Hyperion (versions 11.1.2.1 or newer) implementations as they relate to application and Essbase database performance
- Experience with Oracle Hyperion application and form design concepts
- Experience with Financial Reporting Studio and related report design concepts
- Extensive experience of computer systems concepts

Desired Skills

- Analytical and technical problem-solving skills
- Strong human relations skills, including the ability to provide work direction and guidance to others
- Strong oral and written communication skills
- Past experience developing and delivering clear written documentation on improvements made to systems.

Process Schedule

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| • Deadline for Questions | 07/19/2013, 5:00 pm CST |
| • Anticipated Posted Response to Questions | 07/24/2013, 5:00 pm CST |
| • Proposals due | 07/26/2013, 5:00 pm CST |
| • Anticipated proposal evaluation begins | 07/29/2013, 5:00 pm CST |
| • Anticipated proposal evaluation & decision | 08/02/2013, 5:00 pm CST |

Questions

Any questions regarding this Statement of Work should be submitted via e-mail by 07/19/2013, 5:00 pm CST:

Name: G. Bruce Yurich, BIA Director

Department: MN.IT Services @ Minnesota Management & Budget

Email Address: Bruce.yurich@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 07/24/2013, 5:00 pm CST (http://mn.gov/buyit/statements/mcp902ts_active.html)

SOW Evaluation Process

- Company (10%)
- Experience (50%)
- Cost (40%)

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Response Requirements

- Introduction
- Company overview
- Project overview
- Resume(s) outlining required and desired skills
- Prior similar experience in performance tuning Oracle Hyperion systems

- Years of experience in performance tuning Oracle Hyperion systems
- Cost
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
 - a) Affirmative Action Certificate of Compliance (if over \$100,000)
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 - b) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
 - c) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
 - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Proposal Submission Instructions

- Response Information:
 - a) Address the response to G. Bruce Yurich
 - b) Bruce.yurich@state.mn.us
 - c) Please label the response: BPAS Performance Enhancement Project
- Submit the proposal via email.
- Key dates:
 - a) Proposal due: 7/26/2013 5:00 pm CST
 - b) Include the expiration date for the vendor's price/terms guarantee
 - c) All questions regarding this statement of work should be directed to G. Bruce Yurich, BIA Director. He is the only person who can respond regarding this statement of work.
 - d) Vendors must submit proposals directly to G. Bruce Yurich, BIA Director by 5:00 pm CST on or before July 26, 2013. This must be done via an attachment to email by the required time and due date.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Each party will be responsible for its own acts and behavior and the results thereof. The Minnesota Torts Claims Act, Minn. Stat. § 3.736 and other applicable laws govern the State's liability.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from

any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this solicitation, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by**:

- (1) recently separated veterans who have served in active military service, at any time on or after September 11, 2001, and who have been discharged under honorable conditions from active service, as indicated by the person's United States Department of Defense form DD-214 or by the commissioner of veterans affairs;
- (2) veterans with service-connected disabilities, as determined at any time by the United States Department of Veterans Affairs; or
- (3) any other veteran-owned small businesses certified under section [16C.19](#), paragraph (d).

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.